



IMPORTANT INFORMATION AND FACTS ABOUT THE FAMILY RE-HOUSING STABILIZATION PROGRAM (FRSP)

WHAT IS THE FAMILY RE-HOUSING STABILIZATION PROGRAM?

The Family Re-Housing Stabilization Program (FRSP), also commonly known as Rapid Rehousing (RRH), is a program to help families experiencing homelessness move as quickly as possible into their own apartment.

WHAT SERVICES WILL I RECEIVE?

The program will provide assistance finding an apartment, case management, and temporary rental assistance (generally 12 months). Families also receive:

- First month's rent and security deposit;
- A basic furniture package and moving assistance; and
- Case management during the time you are in the program (generally 12 months).

WHAT SERVICES WILL MY CASE MANAGER PROVIDE?

After you sign a lease, you will be assigned a case manager, who will help you:

- Talk about your strengths and the areas you want to work on;
- Develop a plan to achieve your goals, including housing stability;
- Support your education and/or employment goals with your TANF Employment Program (TEP) worker; and
- Connect you to community resources as necessary.

HOW OFTEN WILL I MEET WITH MY CASE MANAGER?

- During the first three months, you must meet with your case manager at least four times per month, including at least twice in your apartment.
- After three months, you will meet at least once per month in your apartment, but may also meet more depending on your needs.

HOW MUCH RENT WILL DHS PAY?

DHS, through the DC Housing Authority (DCHA), will pay:

- First month's rent and security deposit; and
- A portion of your rent for twelve months as long as you are making progress on the goals that you will outline in your plan with your case manager and your TEP vendor.

HOW MUCH RENT WILL I PAY?

- You will pay between 40% and 60% of your income towards rent.
- You will receive a monthly invoice and pre-stamped envelope from the DC Housing Authority (DCHA) detailing the amount you must pay to DCHA. Your portion of the rent is due on or before the 5th of each month.
- If you are concerned that you may not be able to pay your rent, please contact your case manager, so he or she can work with you on a plan.
- You may also be responsible for utilities (gas, electric, water and trash) and may need to work with the utility company to start the service and put the bills in your name.



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IS THERE A LIMIT ON HOW MUCH RENT DHS WILL PAY FOR A UNIT?

- DHS follows a standard set by DCHA, which you can find here: bit.ly/ResonableRent.
- At the end of your time in the program, likely after one year, you will be responsible for paying the full rent on your own. It is important that you find a unit that you will be able to afford on your own at the end of the subsidy.

WILL I SIGN THE LEASE?

Yes, the lease is between you (the tenant) and the landlord.

WHAT IF THERE ARE ISSUES WITH MAINTENANCE IN THE UNIT?

If you experience issues while you are in your unit, your case manager can help you resolve them.

WHAT IS THE PROCESS TO LEASE UP?

- ✓ Case manager and client complete FRSP application and submit for approval.
- ✓ Case manager receives FRSP approval letter for client.
- ✓ Client, with support from Case Manager, identifies, applies for and is approved for a unit.
- ✓ Landlord completes DHS' Leasing Packet and returns to the Case Manager.
- ✓ Case Manager uploads Leasing Packet into DHS' tracking system.
- ✓ Landlord packets are reviewed to ensure they are fully completed.
- ✓ DCHA inspects the unit to verify that it meets the Housing Quality Standards.
- ✓ After the unit passes inspection, a meeting is scheduled to sign the lease.
- ✓ Case Manager completes furniture needs assessment and move request.

➤ **CLIENT LEASES UP!**

WHO SHOULD I CONTACT IF I HAVE OTHER QUESTIONS OR CONCERNS?

1. While you are staying in Short-term Family Housing (STFH), you should contact your STFH case manager.
2. Once you have moved into your unit, you will be assigned an FRSP case manager.
3. If you need additional assistance, you may also contact DHS at rapidrehousing@dc.gov.